Mozilla

Thunderbird v1.0

Email Client User Guide

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This guide was created by NOAA Fisheries Service Office of the CIO

Information in this guide was obtained in part from the official Thunderbird online documentation found at: http://www.nidelven-it.no/articles/introduction_to_thunderbird.

Information was also obtained from other NOAA technical resources.

Introduction to Mozilla Thunderbird 1.0

What is Mozilla Thunderbird?

Thunderbird is the newest email application developed by the Mozilla Organization (Mozilla.org). Mozilla is a 'not for profit' community of software developers who create (Open Source) applications for the Internet. These applications, including email clients and web browsers, are developed and then made available for free.

How is Thunderbird different from Netscape 4.7x?

Other than the fact that Thunderbird is approximately four years newer than Netscape 4.7 and includes many new features, the only major difference is that Thunderbird is not bundled with a web browser. It is a stand-alone email application. When you click on a web link in an email message it will open in the Windows default web browser.

How is Thunderbird different from Netscape 7?

Netscape 7 was (is) based on the earlier Mozilla 1.7.5 Suite of programs. It included Email and Web Browsing functionality. As an earlier Mozilla product it is a direct predecessor to Thunderbird. In addition, now that AOL owns the Netscape brand, Netscape 7 has AOL programs bundled with it.

Why use Thunderbird?

NOAA Electronic Messaging Committee recommended NOAA move to Mozilla Thunderbird after comparing it against Netscape 7 and Microsoft Outlook.

Reasons for the decision were:

- It was a straightforward Migration from Netscape 4.7, including archives, filters and mailing list
- Thunderbird allows for the use of any browser, removes problems with old Netscape 4.7 browser
- Allows for the use of multiple e-mail profiles logged on simultaneously
- Thunderbird's familiar layout requires less complicated user training
- Mozilla's fast response to the very limited number of security incidents

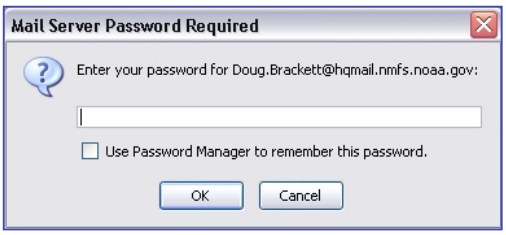
NOAA CIO Council approved the client recommendation on February 7, 2005

Getting started

How to log in to Thunderbird

1. To log in simply double click the Thunderbird icon located on your desktop.

2. Thunderbird will then launch and the login window will be displayed.



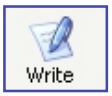
3. Enter your email password and click **OK**.

Tip!

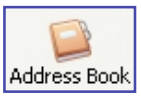
We do not recommend using the 'Password Manager' feature for Thunderbird. The password manager feature is a security risk and it can also lead to password confusion.

Toolbars and Menus

Get Mail:
The get mail button will connect your Thunderbird client to your mail server and look for new messages.



Write:
The write button opens a new window where you can compose your email message.



Address Book:
Pressing the address book button will open the address book window. You will be able to see your personal email address and use the NOAA Directory to look up others.

Reply:
The reply button will open a composition window addressed to the original sender and including the original text. (The new message will not include those addresses that were c.c. in the message).

Reply-All:
Reply-All functions the same as the Reply button however the new message will include all original addressees.

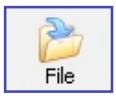
Forward:
The forward button opens a new composition window including the original text and any attachments but without any of the original addressees.

Delete:
The delete button will delete the highlighted email message (or messages). The keyboard delete button has the same function.

Junk:
The junk button will mark the highlighted message as junk (AKA spam).

Tip!

The Junk Mail function will not report the selected messages as SPAM to the NOAA Email administrators. It will only help manage the SPAM messages you receive. SPAM should still be forwarded to the NOAA Mail Operations Center (MOC) at Abuse@Noaa.gov .



File:
The File button will allow you to move the selected message(s) to a new folder.

Print:
The print button will print the highlighted message.

Stop:
The stop button will abort the current event, useful for example if you want to abort sending a big message, or stop the current message from downloading.

Sending and receiving email

How to receive email

When you open Thunderbird and log in it will automatically connect to the mail server and look for new messages. New email messages will then be downloaded to your inbox.

Click on the **Inbox** folder on the left side of the screen and your mail messages will be displayed to the right.

Thunderbird will check for new mail every 10 minutes by default. Additionally you can click the **Get Mail** button to have it check for new messages immediately.

When new email arrives you will see the new message icon displayed in the lower right corner of your Windows screen (next to the time).

How to compose an email

You can compose an email message a number of ways.

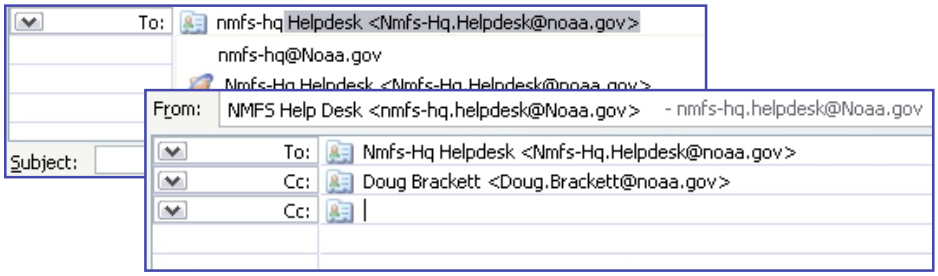
- Click the **Write** icon on the main toolbar.

- Click **Message** and then select **New Message**.
- or by using pressing **CTRL-M** on the keyboard.

The message composition window will then open and you can begin composing your message.

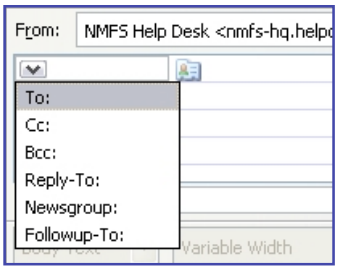
Addressing an email message

To address a new message simply type the name or email address of the recipient in one of the recipient lines. The email address for anyone in the NOAA Directory or your personal Address book will be searched for automatically. You will then be presented with the closest matches. Simply click the appropriate one and press **Enter** on the keyboard and the email address will be added to your message.



Changing the Recipient Status

You can change the recipient status (To:, cc:, or bcc, etc…) by clicking the drop down menu to the left of the recipient line and selecting the desired recipient type.



Tip!

The NOAA Directory look up feature can require several seconds to complete a search. If you hit the Enter key too quickly, Thunderbird may display incorrect information in the recipient line. Be sure to wait for the lookup to complete before hitting Enter and verify the address is correct.

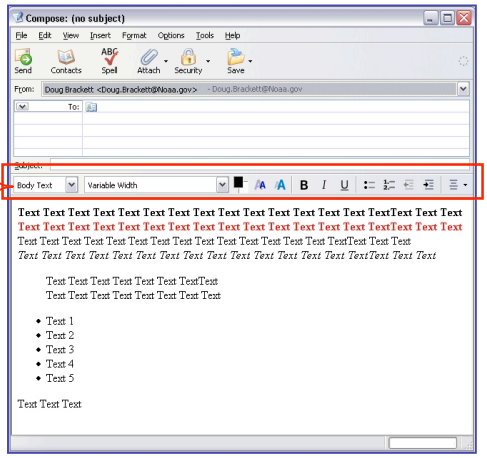
Composing the message

Once the new message has been addressed you are ready to enter a subject, type the content of the message, include an attachment and then send.

You can compose the body of the message using plain text. You also have the option of applying advanced formatting for the text by using the format toolbar.

Included is the ability to:

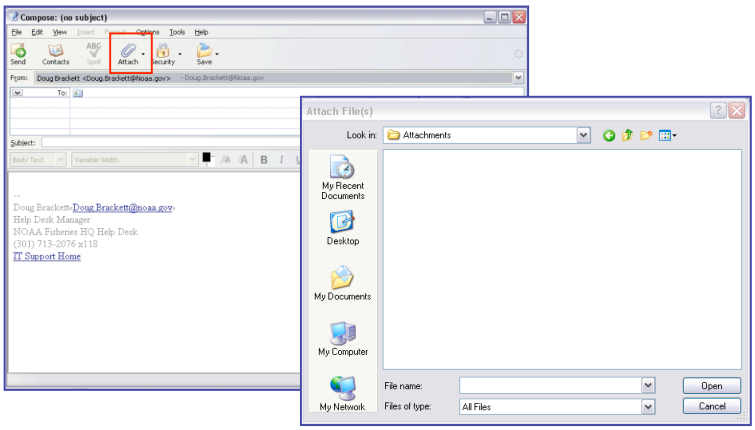
- Change the font type and size
- Change the color of the text
- Make the text bold, italic, or underlined
- Create a bulleted or numbered list
- or indent a line or paragraph

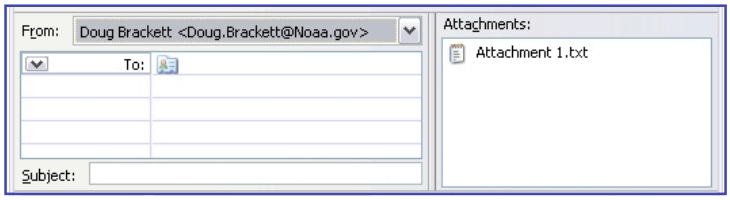


How to use File Attachments:

You can attach a file to your email in one of two ways.

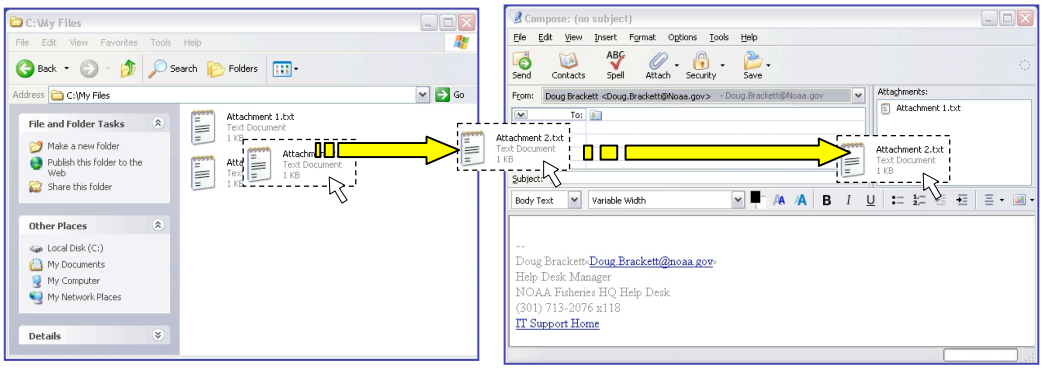
Method 1 – Click the **Attach** icon on the new message toolbar, this will open a browse window.





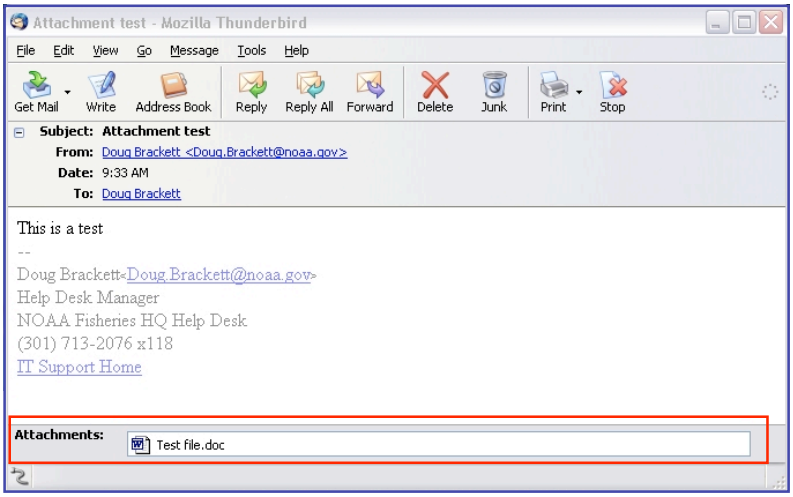
Navigate to where your file is saved, click it to select and then click **Open**. The attachment will now be displayed to the right of your addresses.

Method 2 – The second method involves browsing to where the file is saved by using Windows Explorer or My Computer. Then simply drag the file from the My Computer window and drop it onto the address line of the new message. The attachment will now be displayed to the right of your addresses.

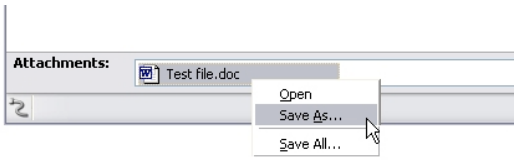


Reading / Saving File Attachments

When you receive an email that includes a file attachment, or attachments, they will be displayed at the bottom of the message in a separate section labeled Attachments.



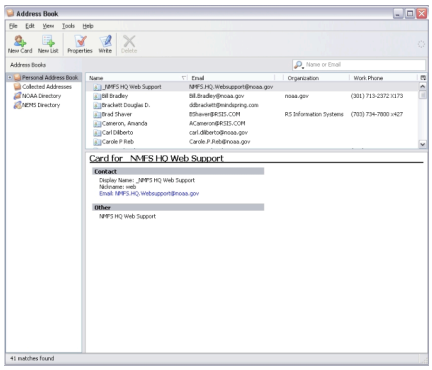
To open the attachment(s) simply double click the file name. Alternatively, if you right click the file you have the option to open the file, save the file or save all files. Select the option that best fits your needs.



Address Book and Mailing lists

Using the Address Book

To access the address book click the Address icon on the main toolbar. The directories and address books you have available are displayed on the left. The contents are displayed on the right.

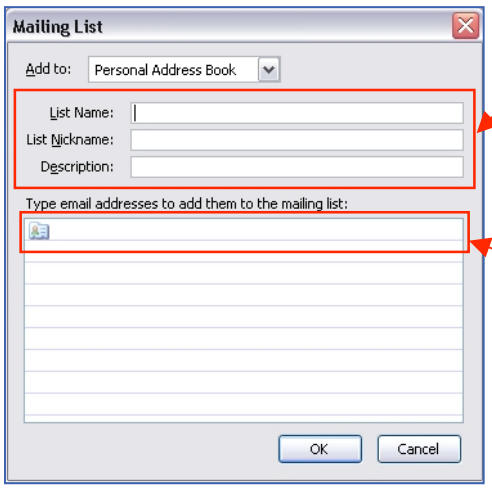


Click any of the entries on the right and the details are displayed at the bottom. To modify an address book entry (card) simply double-click it.

Creating a mailing list

You must first log into Thunderbird. Then click the Address book icon on the toolbar. This will open the address book window.

To create a new mailing list click the New List icon on the Address book toolbar. Alternatively you can click **File**, then select **New**, then click **Mailing List**.



Enter a name, nickname and a description for your mailing list.

Add entries to your mailing list by typing the email address on the lines provided.

Tip!

To populate your mailing list with entries from the NOAA directory, simply search for the addresses in the NOAA Directory first and then click and drag the address to your new mailing list.

Drafts and Templates

When writing email messages it may sometimes be necessary to save the message so that you can work on it later. It may also be necessary to save a message that you compose frequently so that you will not need to re-write it each time. This is where Drafts and Templates come into play.

Creating and using Templates

When you save a message as a Template it can be used over and over again. In most cases this will be appropriate in any situation where you may need to go back and either re-send the message or to send a test message.

To save a message as a Template
Click **File**, select **Save As**, and then click **Template**.
The message will be copied to the **Templates** folder.

To retrieve a Message Template

1. Click the **Templates** folder (Located under Inbox or Local Folders)
2. Double click the appropriate message template
3. Make any necessary changes to the message and then click **Send**.

Creating and using Drafts

When you save a draft of a message you are essentially putting the message on hold until you are ready to send it. Once you send the Draft message it is removed from the drafts folder.

To save a message as a Draft
Click **File**, select **Save As**, and then click **Draft.**
The message will be copied to the **Drafts** folder.

To retrieve a Draft Message

1. Click the **Drafts** folder (Located under Inbox or Local Folders)
2. Double click the appropriate Draft message
3. Make any necessary changes to the message and then click **Send**.

Tip!

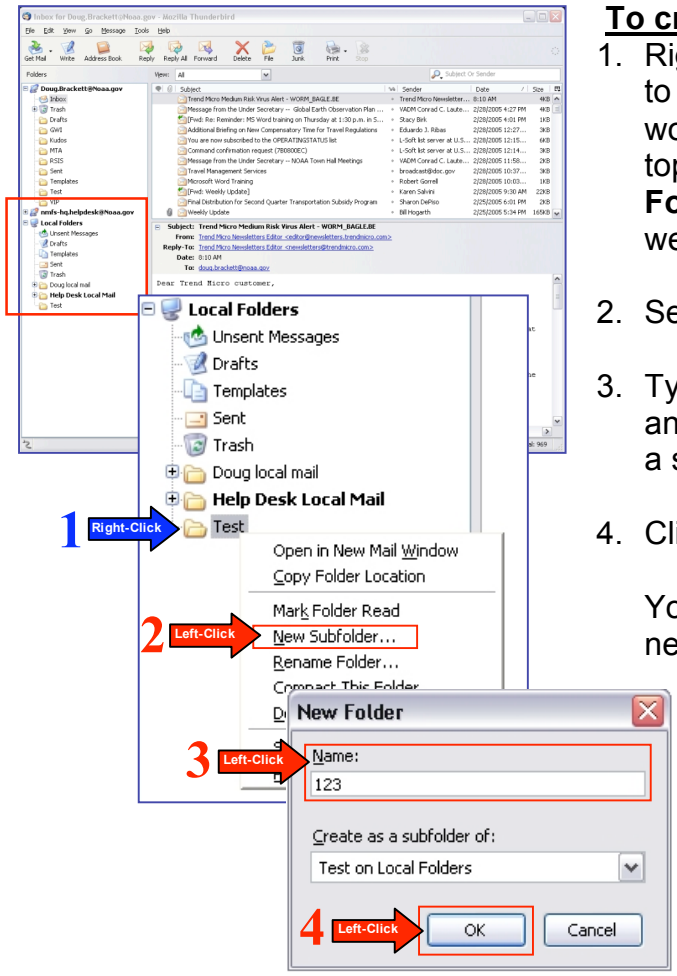
An email **Template** can be used over and over again, however **a Draft can only be used once**. It may be prudent to save a message as a Template instead of a Draft so that you do not loose what you have written if you need to send a test message.

Folders and Archives

Using Folders in Thunderbird

In Thunderbird, as in other email applications, you have the ability to store email messages in folders other than the Inbox. In order to reduce quota consumption or to archive old messages it may sometimes be necessary to create local message folders. Using local folders to store subject specific or date specific email messages is a great way to un-clutter your inbox.

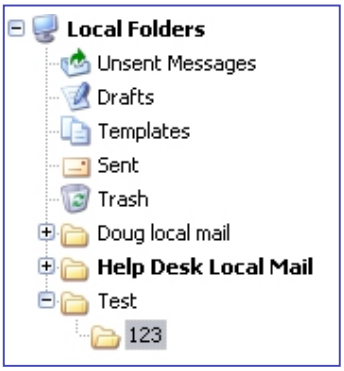
Creating Message Folders



To create a message folder:

1. Right Click on the folder you would like to create the sub-folder under. If you would like the sub-folder to be at the top level you would right click on **Local Folders**. For this example however we will right click on **Test**.
2. Select **New Sub-folder**
3. Type in the name of the new folder and then confirm what folder it will be a sub-folder of.
4. Click **OK**.

   You should now be able to see the new sub-folder.

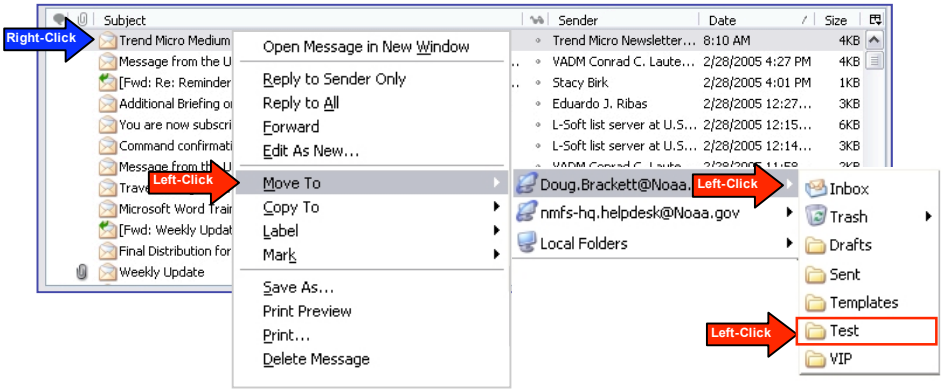


In this example we created a folder under local, however the same process can be used to create folder under the Inbox. Although be careful – any folder created under the inbox will count towards your quota.

Moving and copying messages

Filing Messages

To file a message simply right click it and then select **move**. Available folders will appear in a list to the right. Click on the desired destination folder and the message will be moved.



Alternately, you can drag the message to the desired folder or highlight it and select 'message' from the file menu and select a destination folder from there.

Deleting Messages

Use any of the following methods to delete a single message:

- Press the 'delete' key on the keyboard
- Highlight and drag it to trash
- Highlight and click the Delete button on the tool bar
- Right-click and select 'delete message.'

To delete multiple messages:

1. Click the first message
2. Scroll down to the last message
3. Hold down the SHIFT key on the keyboard
4. Click the last message
   (while still holding the SHIFT key)

   All of the messages between the first and the last message you clicked will be highlighted.

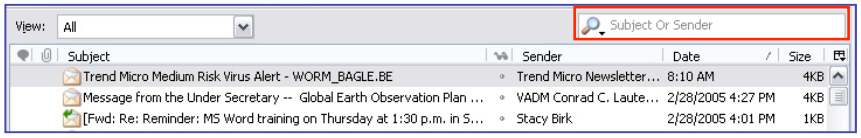
5. You can then use any of the methods listed above to delete the selected messages.

Searching for messages

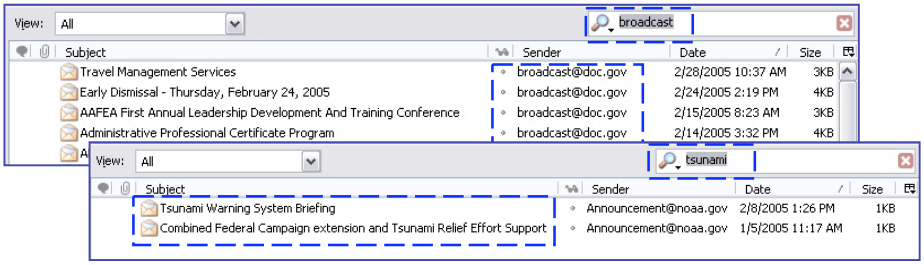
In Thunderbird you have a few methods by which you can search for email messages.

Quick Search Field

The first, and quickest, method to search for email messages is to use the quick search field above your message display window.



Simply type in either the name of the sender or a word from the subject line of the email you are looking for and it will search the current folder (the Inbox for example). Then it will show you the emails that match the search criteria. To go back to displaying all the emails simply click the red X in the right corner of the search field.



Tip!

In addition to the Subject and Sender fields, you have the option to search for elements of the entire message. To do this, simply click the down arrow next to the magnifying glass icon in the quick search window.

Search Messages Method

For a search with more advanced options use the 'Search Messages' option located under the **Edit** menu. This method will allow you to search for emails in any of your folders, with any combination of search criteria. This search criterion includes: Subject, Sender, Body, Date, Status, To, CC, or age in days.

To access the Search Messages tool simply click **Edit**, Select **Find**, and then click **Search Messages**. The search tool window will open. Simply enter the search criteria and click Search. The results will be displayed on the bottom portion of the window.

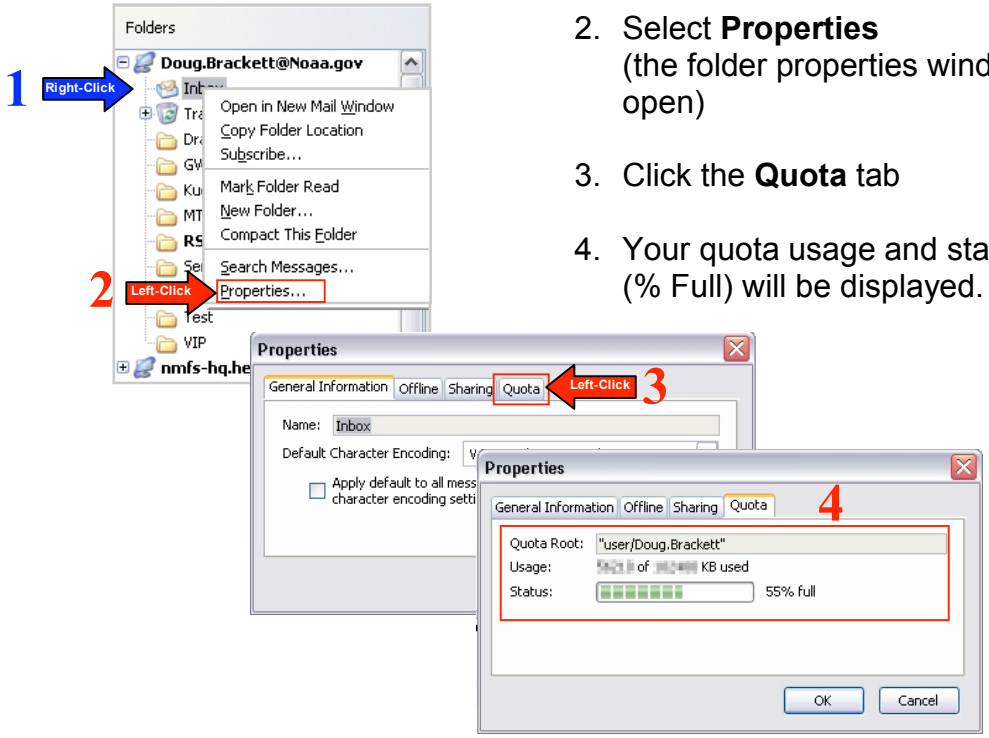
Other Features

Checking your email Quota

Thunderbird includes a method by which you can check your email quota consumption percent. (This feature was not present in Netscape 4.7x)

To check your Quota:

1. Right click your **Inbox** folder.
2. Select **Properties**
   (the folder properties window will open)
3. Click the **Quota** tab
4. Your quota usage and status (% Full) will be displayed.

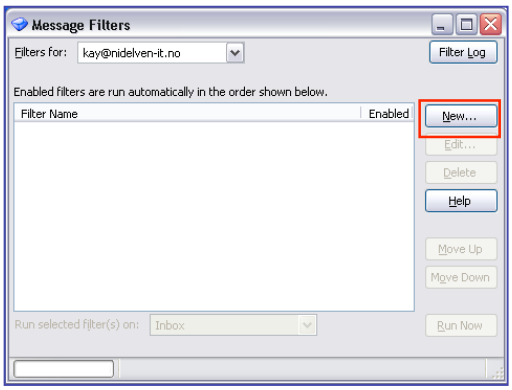


Tip!

When attempting to reduce your email quota consumption, remember that it is not the number of messages you have, it is the size of the attachments associated to those messages that will count against your quota. So look out for the emails with larger files attached and archive or delete them first.

Message filters

Thunderbird has a feature that enables you to create message filters that will look for email based on attributes you set and then perform an action that you specify. For example you could set a message filter that would look for email sent by NOAA Announcements and have it moved to a local folder called Announcements.



To create a new filter:

1. Click **Tools**
2. Select **Message Filters**. The Filter Rules window will open.
3. To make a new filter click the **New** button.

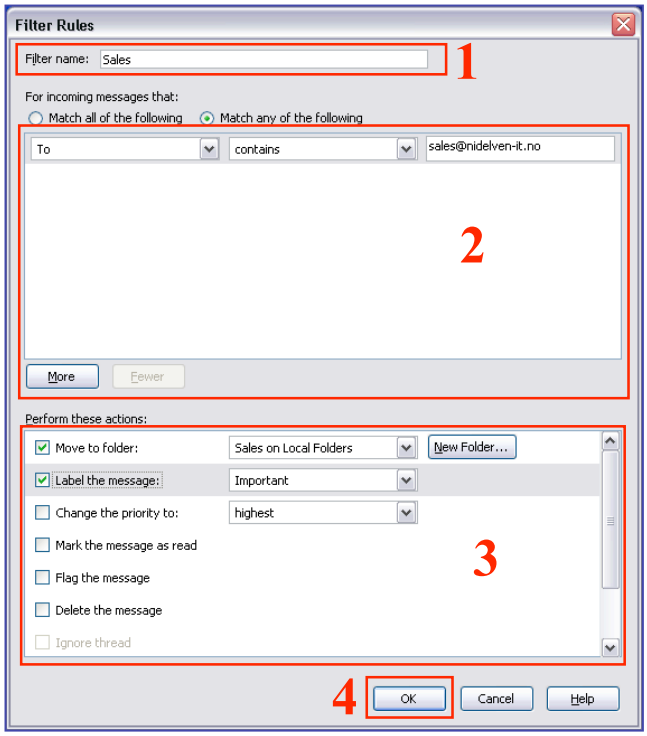
To define the filter rules:

1. Type a name for the filter. (I use "Sales" for this example)

2. Next enter the criteria that the filter will use. This can be almost any part of the email message. Choose criteria that will be specific enough to capture the emails you are targeting. (Click the More button to add additional criteria)

3. Then choose the action you would like the filter to perform once it finds a match. This can be anything from moving the message to a new folder to changing the priority or marking it as read.

4. When you have set the desired options click the OK button. You can now see that what rules you have available and which ones are enabled.



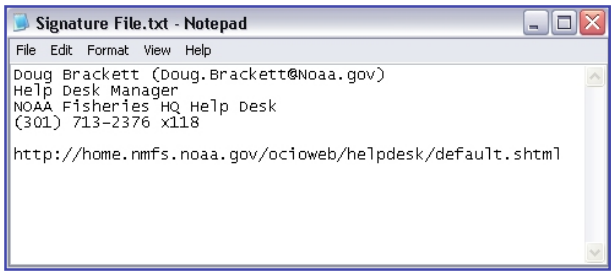
Signature files

Signature files are small text files that are attached to the bottom of your outgoing email. They usually include your name and other contact information. Follow the steps below to make yourself a signature file.

Step 1 - Make a signature file:

1. Open notepad (or some other text editor)
   [Click Start > Select Run > Type notepad > Click OK]

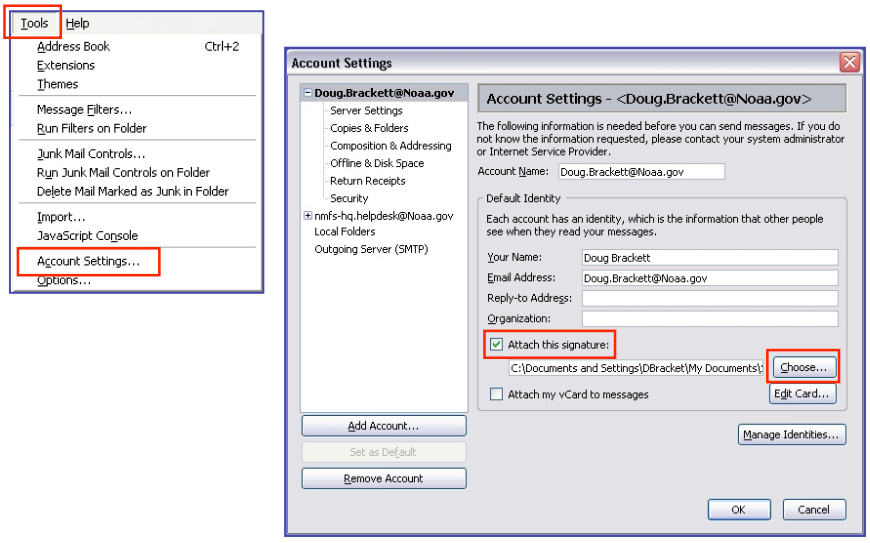
2. Type out the information you would like to include in your signature.



3. Save the file to a location you can easily access (My Documents for example). Also make sure to save it as a Text file (*.txt).

Step 2 - Attach the signature file to your profile

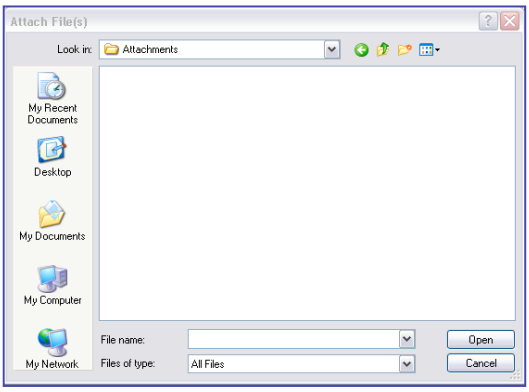
1. Click **Tools**, then select **Account Settings**.

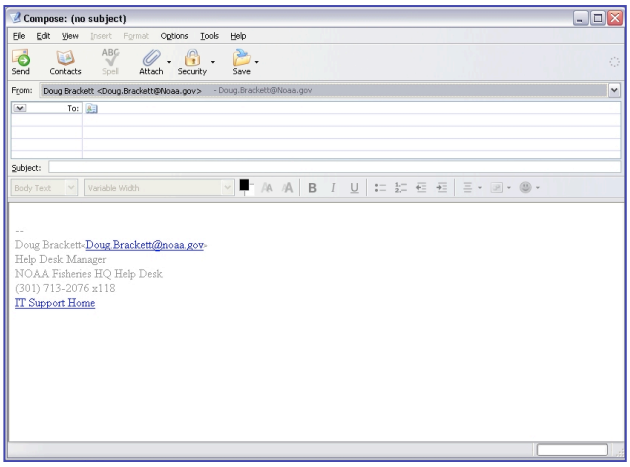


2. Click the profile name where you want to attach your signature. (Note: You may only have one profile)

3. Check the box labeled, "**Attach this signature**:" and click the **Choose** button

4. Browse to where you saved your signature file in step 1.
5. Select the file and click **OK**.
6. Last, click **OK** to close the Profile settings window.





If you would like to test the result simply send an email to yourself.

The signature text will be displayed at the bottom of all outgoing email messages.

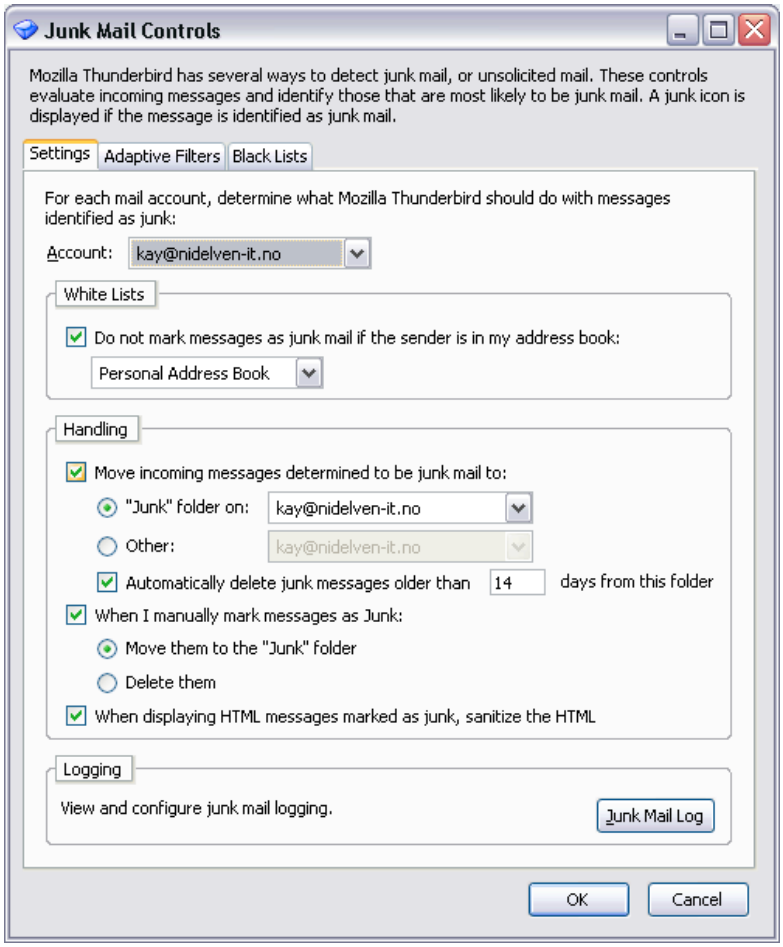
Junk Mail controls

One of the best features about Thunderbird is the spam (junk) mail filter. Thunderbird has a built-in Junk Mail filter that can be adjusted to suit your needs. It may take a week or two to train it as to what's spam and what's not spam, but it will be worth it.

Setting the Junk Mail controls

To open the settings panel for the spam filter, click **Tools** and then select **Junk Mail Controls**.

You can set the junk mail controls from the Settings tab of the Junk Mail Controls window.



Junk Mail controls are turned off by default. To enable them click the Adaptive Filters tab and click the check box next to “Enable adaptive junk mail detection”

The junk button

Thunderbird uses something called "Bayesian filtering" in order to learn which messages are spam and which ones are not. It does this by asking you to confirm that what it thinks is SPAM, really is.

Simply click the 'Junk' or 'Not Junk' buttons when Thunderbird detects a potential junk message. You are in effect training the SPAM filter as you do this.

Within a few weeks the SPAM can get to be around 99% effective, however your results may vary.

Multiple email profiles

Thunderbird has the ability to display multiple email accounts at the same time. Once configured you will have the ability to send and receive emails and perform any standard functions on either of the accounts. All without having to log out each time.

Setting up multiple accounts is a bit tricky so it is best to contact the Help Desk (or your local IT support personal) to assist you.

New Directory Server Interface

What is the NEMS UI?

NEMS UI (NOAA's Electronic Messaging System User Interface) is a new way for NOAA users to change the personal information stored in their email account. This includes:

- Changing your email password
- Setting a vacation message
- Updating location information
- Searching for detailed information on NOAA employees (Such as Routing code, Address, Phone number, etc…)

This interface was developed because Thunderbird does not have the same Directory Server interface as Netscape 4.7 had. This is the only method for NOAA users to update their own email profile information.

Tip!

Please be aware that you will only have permissions to modify your own email profile.

How do I access the NEMS UI site?

1. Open a browser window, such as Internet explorer or Netscape navigator.

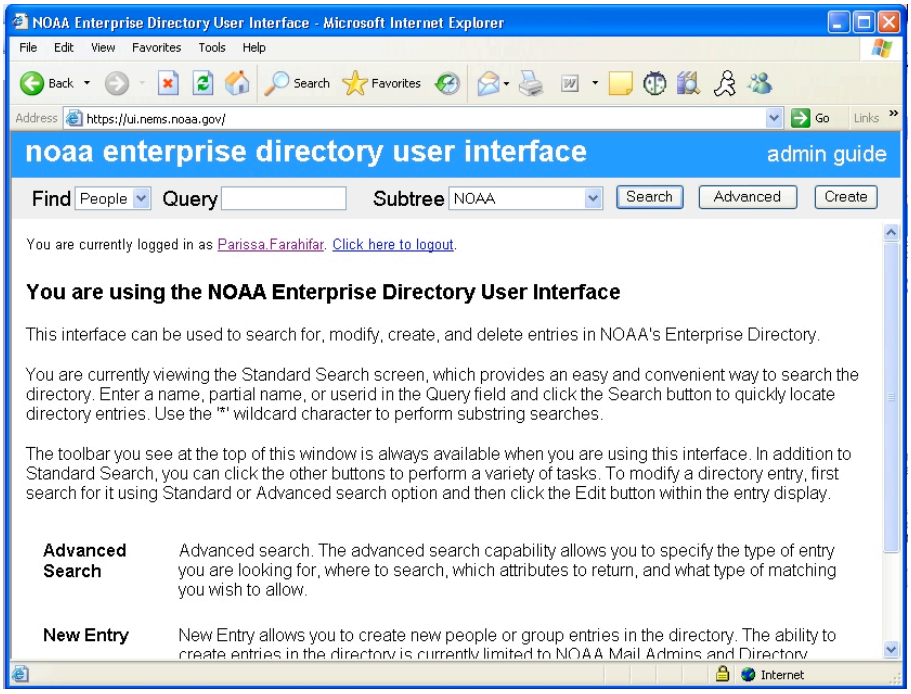
2. In the web address box, type in http://ui.nems.noaa.gov

3. At the security alert prompt window, click yes.

4. In the middle of the page, you will be prompted for your NOAA LDAP User ID. This is the same as your email username. For example, if your email is John.Doe@noaa.gov, your username will be John.Doe.

5. Your NOAA NEMS password is the same as your email password.

Proceed to login. Once logged in, you should see the following screen.

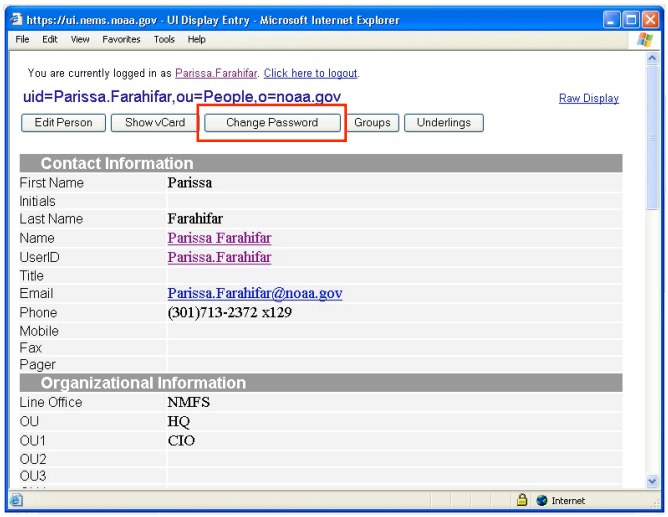


How to change your email password

1. Once logged in, at the top of the page, under query, enter your own email User ID, such as John.Doe. Make sure NOAA is selected under Subtree. Click **search**.

2. An entry with your name will appear on a separate line. Click your name.

3. After a few seconds, a separate window will open with your information.



4. At the top of that page, you will find a button in the middle labeled “Change Password”. Click on it.

5. Enter your new password. Confirm with the same new password and click “Change Password”. If your password does not pass the DOC standards, it will not be accepted.

Tip!

Make sure your password contains at least one numeric and one special character and is at least 8 characters long.

For more information about how to choose a password, please refer to: http://www.osec.doc.gov/cio/itmhweb/managing%20your%20passwords.htm

It is a good idea to reset your email password every 90 days. It might be convenient to do it at the same time you reset your Windows NT password.

6. When your password has been changed, you will get a new screen with “Modifications” at the top. This means your password was successfully changed.

How to set a vacation message

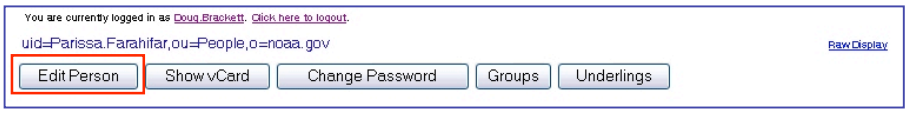
1. Log into the NEMS UI as in the previous section.

2. At the top of the page, under query, enter your own NOAA LDAP User ID, such as John.Doe. Make sure NOAA is selected under Subtree. Click search.

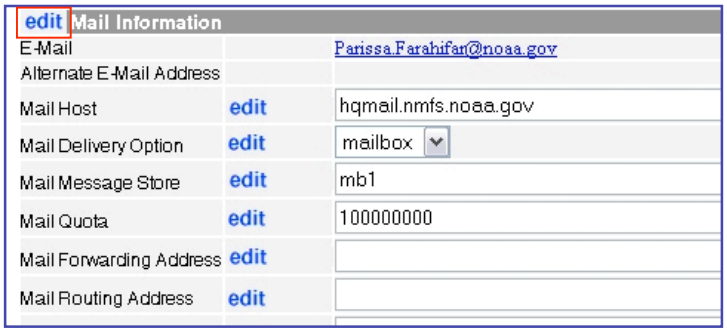
3. An entry with your name will appear on a separate line. Click your name.

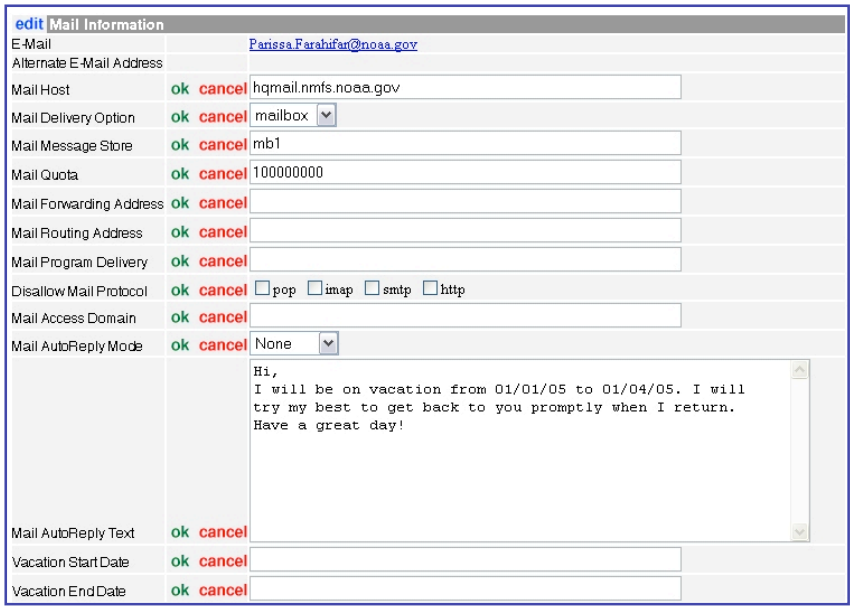
4. After a few seconds, a separate window will open with your information.

5. At the top of that page, you will find a button on the left labeled “Edit Person”. Click on it.



6. If you scroll down, you will find a section called **Mail Information**. Click on the “**Edit**” hyperlink on the left of it. This will enable you to enter your vacation message and activate it.





7. Under the “Mail AutoReply Mode” field, select “vacation” from the combo box.

8. Under the “Mail AutoReply Text” field, click in the text box to the right of it and enter your vacation message. Click ok.

9. Scroll to the bottom of the page and click the “Save Changes” button. The changes won’t take effect until you click that button.

10. When your vacation message has been set, you will get a new screen with “Modifications” at the top. This means your vacation message is now set.

Tip!

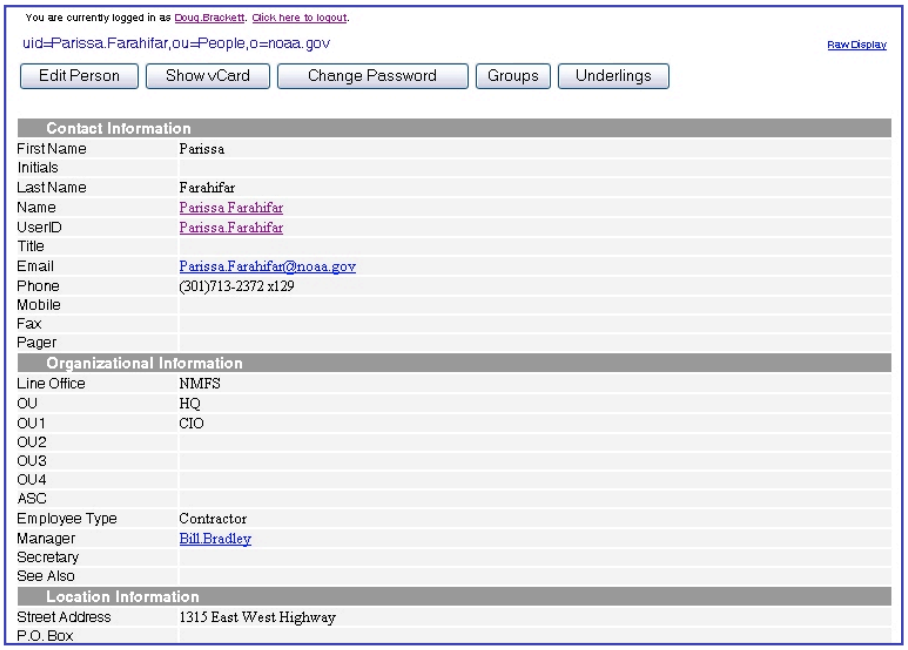
When you come back from vacation, follow step 1 through 11. For step 11 however, select “off” instead of “vacation” under “Mail AutoReply Mode”.

How to look up detailed information

1. Log in to the NEMS UI as described in the section above.

2. At the top of the page, under query, enter the user ID of the person you are researching, such as John.Doe. Make sure NOAA is selected under Subtree. Click search.

3. An entry with that user's name should appear on a separate line. Click on the user's name hyperlink.

4. After a few seconds, a separate window will open with his or her information.

5. Scroll up and down to look for the information you would like to find, such as phone number, Line Office, OU (Organizational Branch)